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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Eric James

) Conf. No.: 9867

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Serial No.: 09/675,597

) Filed: September 29, 2000

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For: SYSTEM AND METHOD OF
USING A PHONE TO ACCESS
INFORMATION IN A CALL
CENTER

) Art Unit: 2645

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Primary

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Examiner: Tsang, F.

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RESPONSE

Mail Stop: Petitions
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-0001

In reply to the Office Action mailed September 16, 2003, the applicant responds as follows: